Statewide Contract Index Webinar – Frequently Asked Questions

1. Q: How do you sign up for a Windows Shopper user name and password?

   A: Reference the following link to learn more about Window Shopper and to register for a new user id - http://doas.ga.gov/tgm/Pages/WindowShopper.aspx

2. Q: Is there a way to easily spot a convenience contract from a mandatory statewide contract?

   A: Convenience or Mandatory will be indicated in the description of the contract or on the Information Sheet. Mandatory contracts will also be flagged with the following icon in Team Georgia Marketplace™ .

3. Q: To whom do we report inconsistencies on the SWCs?

   A: Complete the Report Catalog Discrepancy form (http://doas.ga.gov/TGM/Docs_TGM/Discrepancies.doc). This form can be found on the Window Shopper Home page on the left hand side in the box.

4. Q: Are you going to be entirely removing the SWC menu on the DOAS website?

   A: Yes, all Statewide Contracts will be accessed through Team Georgia Marketplace™ after August 31, 2010.

5. Q: Is there a way to get an alphabetical list of just the contracts, without multiple vendors showing up when you search on Window Shopper?

   A: You can "Sort By" contract name, but all associated vendors will be displayed.

6. Q: For some IT contracts listed on the DOAS SWC menu, there are no item schedules are the items listed in Window Shopper now? If not, are we just supposed to take the vendor's word that it is on the contract?

   A: The item schedules have been removed from the Information Sheets for all contracts with either (1) a catalog in Team Georgia Marketplace™ or (2) supplier maintained website with contracted pricing.

7. Q: Where will the SWC furniture information be listed if the old SWC page goes away?

   A: Information related to the furniture contract can be found in Team Georgia Marketplace™. To location the furniture contract, type "SWC60748" or "furniture" in the Contract search window.

8. Q: Will contracts be listed even if the contract content hasn't been loaded into the marketplace as hosted or punch-out content?

   A: Yes, all contracts will be listed in the Virtual Catalog. Contracts without catalog content will be listed as Non-Catalog contracts and will include contract specific ordering instructions.

9. Q: Are expired statewide contracts archived in a separate database?

A: Yes, all contract details are achieved after expiration. Contracts originating in Team Georgia Marketplace™ will remain in the application even though their content is no longer visible to the public.

10. Q: As with Mandatory Contracts, do Convenience Contracts have renewal options and if so, how many, and do they have an expiration date?

    A: Yes, Convenience Contracts have the same renew options and expiration time frames. They carry up to 4, 12-month renewals.

11. Q: You mentioned Window Shopper Training, is this required before registering as a Window Shopper?

    A: Training is not required, but highly recommended so you can take full advantage of the Window Shopper functionality.

12. Q: If my agency is on Team Georgia Marketplace™, can I still use the Window Shopper functions?

    A: No, you should use your PeopleSoft user name and password to access the Virtual Catalog and complete your purchase request.

13. Q: Could an agency register for one User ID and password and make this login information available to all staff?

    A: No. For security purposes, each user must have their own User ID.